

## **TRUE802™ Wireless, Inc Privacy Policy**

The security and privacy of your personal information is of utmost importance to True802™ Wireless, Inc. We want to make your experience using the True802™ service as enjoyable and rewarding as possible while allowing you to feel secure in knowing your privacy interests are being respected.

### **Collection of Personal Information**

#### Required Information

True802™ collects certain information that is necessary to fully service your True802™ account. As a customer, you will be asked to provide information that is needed in order to create your account and fulfill our service commitment to you such as your name, address, phone number, e-mail addresses and billing information. We treat this personal information in a highly confidential manner. True802™ may use this personal information for editorial and feedback purposes, marketing and promotional purposes, for statistical analysis and for product development. Your personal information, however, will never be sold to any company nor will it be shared with third parties, unless specifically stated otherwise or in special circumstances. In instances where True802™ and a partner jointly promote the service, True802™ may provide that partner certain information, such as name and e-mail address, for the sole purpose of allowing True802™ and the partner to evaluate the promotion.

#### Optional Information

True802™ collects certain optional information that you may provide through the registration process. This information is used to tailor our account services to more effectively serve you, and to better understand the aggregate profile of our customers. This information may also be used in developing new services.

True802™ occasionally conducts user surveys to better target our service offering to existing as well as new customers. We sometimes share aggregated demographic information in these surveys with business partners that offer complimentary offerings to the True802™ service. This information is summarized, and information about specific individuals is never shared with any third party. Participation in our customer surveys is voluntary.

#### Tracking Information

True802™ may collect and/or track certain information that is derived from your usage of the True802™ service such as usage patterns, travel patterns and Web site page views and traffic patterns. True802™ may use this tracking information for statistical purposes to improve our products and services and to manage our networks and systems more efficiently. To keep track of traffic on their servers, Web sites often store a small data file on your hard disk when you visit them. This file is commonly referred to as a "cookie." A cookie file can contain user specific information, such as User ID, or it can be used to maintain a connection with you during your visit (so that you can visit pages of a site without retyping the same information over and over). TRUE802 uses cookies to track customer traffic patterns, to maintain a connection during your visit with us, to track your preferences, and to diagnose problems on our server and administer our site. Cookies enable you to enter all parts of the True802™ Web site, and are used to save your User ID on the login page (we encrypt the User ID for added security). In addition, cookie files help us assist you with questions about site navigation, functionality or performance. Partners also may use their own "cookies." We do not control the use of our partners' cookies and expressly disclaim responsibility for information collected through them.

True802™ also may record the MAC (Media Access Controller) address from the network card in or used with your computer or other device to enable True802™ to accurately perform our billing functions.

### **Use of Information**

True802™ will not divulge any of your personal information -- contact, financial, bill history -- to any other organization unless (1) you give True802™ explicit, and specific, prior permission, (2) the disclosure is required by law or by legal process authorized by a court of competent jurisdiction, (3) True802™ suspects fraud by a customer involving True802™, in which case True802™ may investigate and report any evidence, including personally identifiable information, to law enforcement officials and to the courts in the course of seeking remedies at law and equity and/or (4) you make an inquiry, request or complaint that requires follow-up and we share your information with others to satisfy your inquiry.

True802™ may contact customers or Web site visitors regarding account status and changes to this privacy policy and any other policies or agreements relevant to Web site visitors. True802™ may use your information to disclose summary information to strategic and business partners. This is obtained by combining data from many individuals with the name and other identifiers removed. True802™ also may create aggregate reports on user demographics and traffic patterns. This information may be used to negotiate with service providers who complement the True802™ service or assist us in our efforts to expand our customer base.

True802™ opposes the e-mailing of any junk mail, and does not sell customer information to e-mail lists or telemarketers. If any of our partner sites engage in such practices, for any reason, True802™ will immediately investigate, and if appropriate, discontinue services with such parties. If you receive junk e-mail that mentions True802™ or its services, please send details to us at [support@corp.true802.ca](mailto:support@corp.true802.ca) and we will investigate promptly.

### **Correcting and Updating Your Information**

As a True802™ customer, you are always fully in control of the information that we maintain to service you. You can change your personal information at any time and as often as necessary. You also can request that the data be deleted (requests for deletion of certain information may require closing the account). Information about a customer may be withheld or exempted from deletion if the law requires this, is part of a fraud investigation or is required for accounting and audit purposes.

### **Family Privacy**

Protecting the safety of minor children when they use the Internet is very important to us. We recommend that children receive permission from a parent before gaining access to the True802™ service or sending personal information to True802™ or anyone else online.

### **Security Measures**

Your account information is kept confidential and secure via a unique User Identification number and password that is issued to you. Your User ID and password should be kept confidential because it is the key to accessing the information held by True802™ about you. If your computer or other device is accessible to or by others, please log out of the True802™ site before you leave it. Security is also provided through your web browser, which supports 40, 56 or a 128-bit version of encryption with the SSL (Secure Sockets Layer) security protocol.

True802™ has instituted internal safeguards to reduce the likelihood of accidental disclosures and unintended access of customer information (although it is impossible to eliminate this possibility completely). All employees, contractors and other companies engaged by True802™ are contractually required, through signed, internal non-disclosure agreements, to keep customer information confidential and not to use it in any way other than what is necessary to perform their work for True802™. Violations of these policies can result in termination in the case of employees, the severing of contractual obligations in the case of contractors and other companies, and in civil and criminal penalties if warranted and applicable by law.

### **Additional Information**

This privacy policy is effective as of April 25, 2022. TRUE802™ reserves the right to change this policy at any time. By using the True802™ service, you are acknowledging and accepting all terms and conditions outlined in this True802™ Wireless, Inc. privacy policy.

If you have any questions regarding this policy statement, please e-mail us at [support@corp.true802.ca](mailto:support@corp.true802.ca).